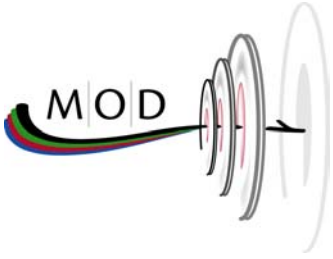
FMAC Monthly Performance Report

November 2004



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1. Introduction

This performance report includes a summary of the FEMA Map Assistance Center's (FMAC) contacts and activities for the November 2004 reporting period. Data within this report represents operations for all tiers of service for the calendar month beginning at 12:00 a.m. November 1, 2004, and ending 11:59 p.m. on November 30, 2004.

1.1. Monthly Call Volumes and Trends

The FMAC received 10,651 calls in the interactive voice response (IVR) system. This represents a minimal reduction from the previous month but is a 17% increase from the same period last year.

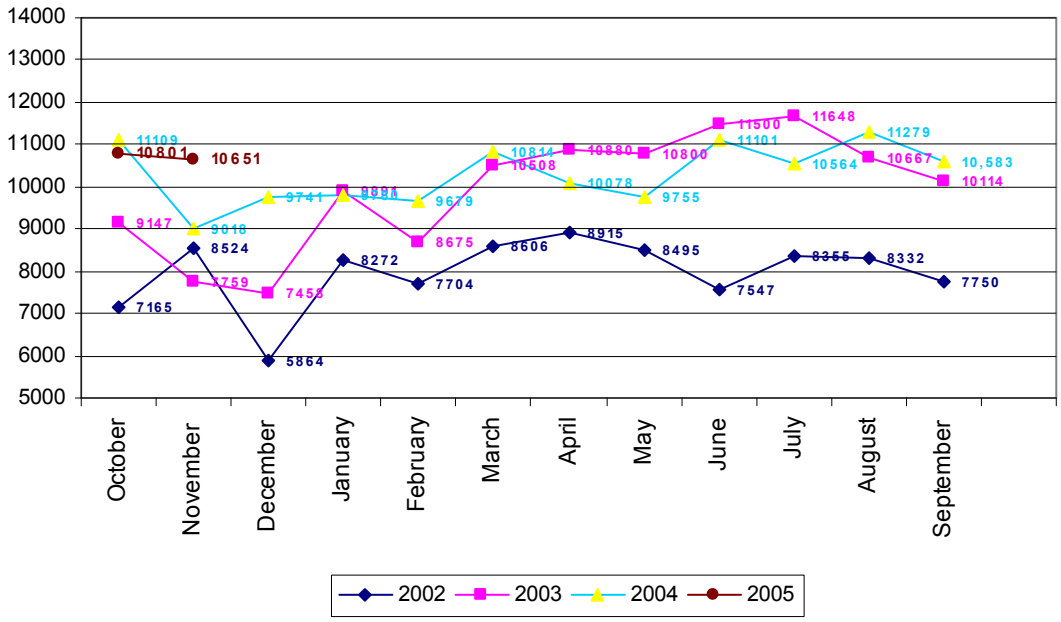

Figure 1. Monthly Call Volumes

1.2. Tier 0 - IVR

The FMAC recently updated its definitions for how abandoned and satisfied calls are captured in the IVR. This modification was implemented midway through the month. As a result, each IVR script is better defined as a caller abandonment or caller satisfaction point. The metrics below reflect the "initial definitions" from 11/1/2001 – 11/20/2001. Starting 11/21/2001, the numbers reflect the "revised definitions." IVR metrics for the December reporting period will reflect "revised definitions" throughout the completion of the month.

Table 1. Tier 0 Service Performance

Metric	Number of Occurrences	Rate for Reporting Period	Target
Total Inbound Calls	10,651	N/A	N/A
Calls Abandoned	1,375	13%	< 4%
Calls Satisfied	729	7%	>= 20%
Transferred to an Agent	8,496	80%	N/A

1.3. Tier 1 and Tier 2 Service Level Comparison

The service level goal for Tier 1 and Tier 2 is to handle 85% of incoming calls within 30 seconds. Tier 1 handled 8,372 calls in November and achieved an average service level performance of 86%. This is an increase of 12% service level for Tier 1 compared to October. Tier 2 received 2,531 calls in November and achieved an 89% service level performance. This is an increase of 5% service level for Tier 2 compared to October.

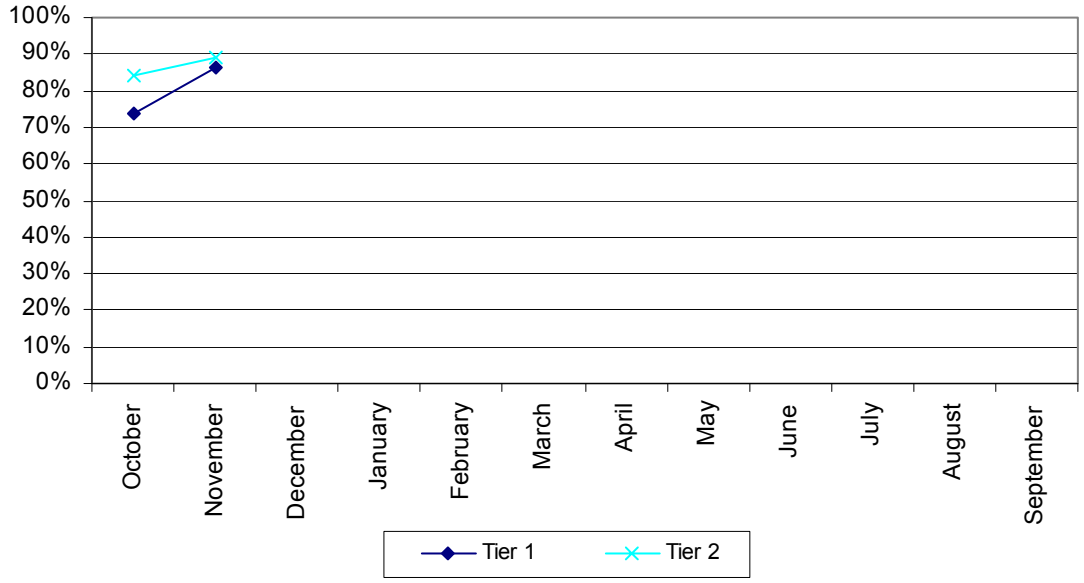

Figure 2. Service Level Comparison

1.4. Tier 1 Calls Compared to Tier 2 Calls

Tier 1 should handle 80% of incoming calls and should escalate 20% to Tier 2. In November Tier 1 handled 72% of the inquiries and escalated 28% to Tier 2. This is a 2% reduction in the percent of inquiries escalated to Tier 2.

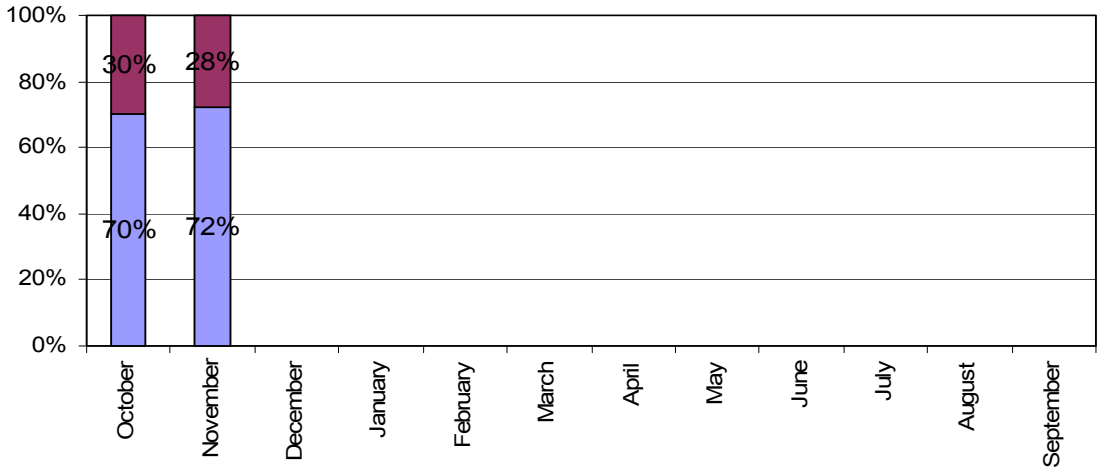

Figure 3. Tier 1 to Tier 2 Call Escalation

1.5. E-mail Volumes and Trends

The FMAC received 469 e-mails for the November reporting period. This reflects a negligible increase in volume compared to October.

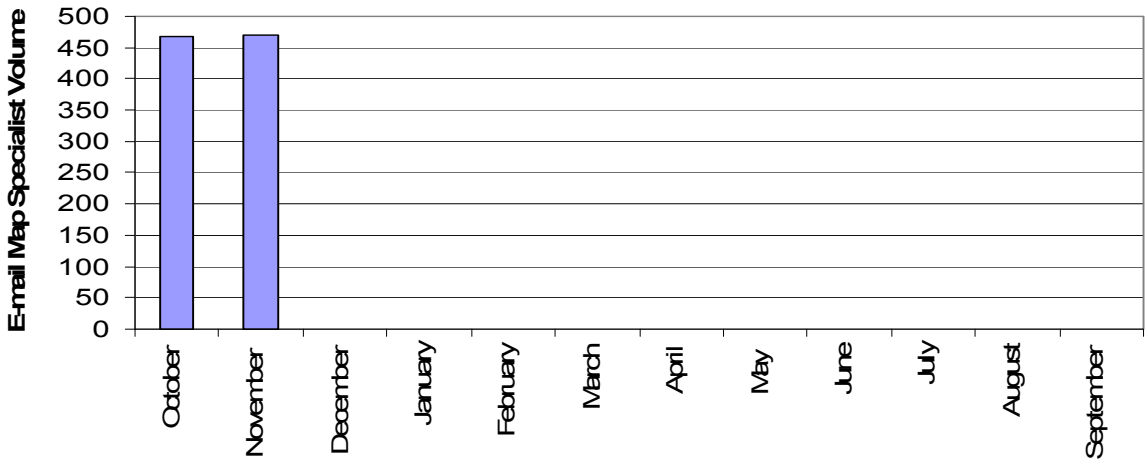

Figure 4. Monthly E-mail Volume

2. Contact Inquiries by Region

Regional calls for this reporting period totaled about 10,000, excluding calls captured as "other" and "unknown." This is a 6% increase in call volume compared to October. During this reporting period, 647 calls, or 6%, that could not be linked to any specific region.

Consistent with the October reporting period, Region IV originated more calls –25.3%– than any other region. Call volume for Region III this reporting period increased from 9% to 11%.

Figure 5. Contact by Region

Region	Number of Contacts	Percent of all Calls
I	435	4.4%
II	592	5.9%
III	1,122	11.2%
IV	2,530	25.3%
V	1,956	19.6%
VI	1,180	11.8%
VII	513	5.1%
VIII	318	3.2%
IX	998	10.0%
X	356	3.6%

3. FMAC Callers

Property owners remained the predominant group of callers for this reporting period, with all other caller types remaining relatively consistent. Fourteen percent of all calls in November were classified as "other" or "not captured." The inordinately high number of calls recorded as "other" indicates that additional training needs to occur for Tier 1 agents, while the calls classified as "not captured" are generally believed to be FMAC customer e-mails or voice mails that are not discernible.

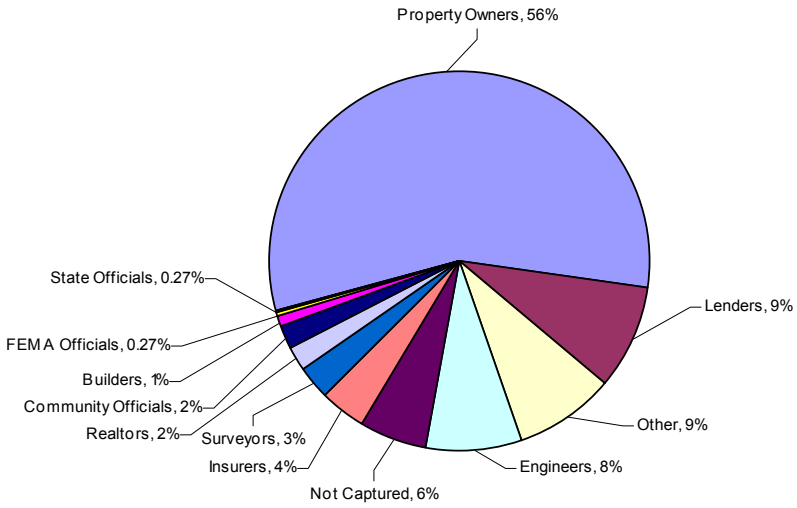

Figure 6. FMAC Audience Type

4. Request Type

Request types vary significantly among the three channels of communication. The predominant request type for phone inquiries continues to be the LOMC process. For both e-mail and voice mail, "other" is the largest request type. Overall, all three channels of communication had a decrease in the "other" category compared to October. The "other" request type will continue to be a training issue.

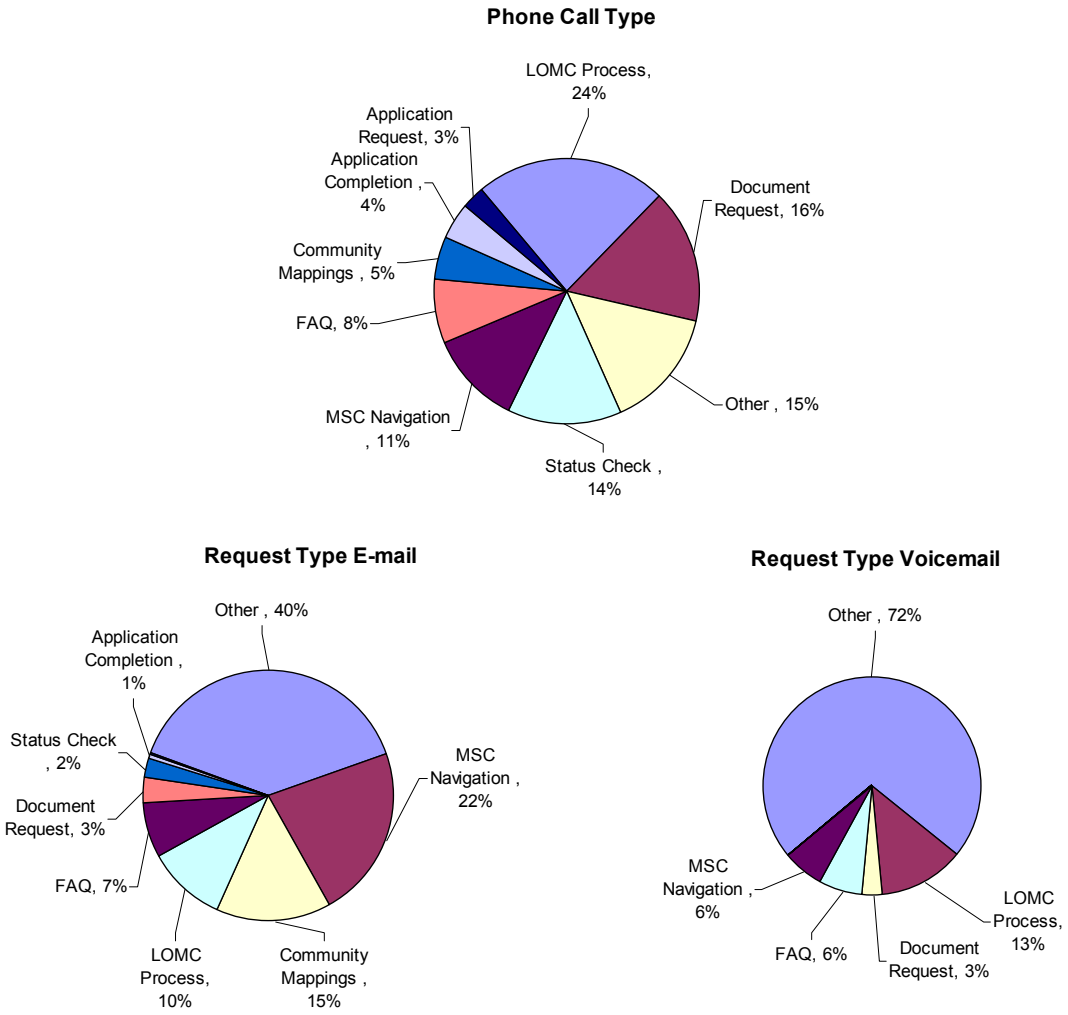

Figure 7. FMAC Customer Request Types